

**NATIONAL SCIENCE FOUNDATION**  
**Office of Budget, Finance & Award Management**  
**4201 Wilson Boulevard**  
**Arlington, VA 22230**



July 19, 2010

Subject: NSF's 2009 Grantee Survey

Dear Colleagues:

In an ongoing effort to better serve our growing grantee community I am pleased to present the results of our most recent grantee survey. The objective of this study was to assess the effectiveness of NSF's post-award financial management processes and to solicit customer feedback as a means of identifying areas of improvement. The survey concentrated on the NSF FastLane system's online financial functions.

The responses were used to identify and implement several system improvements including enhancements to the FastLane Financial Functions and changes to make the quarterly Federal Financial Report easier for our grantees to use. Over the long term NSF will be working to improve the grantee cash request process and access to grant related financial information.

This survey is an extension of our commitment to providing the highest standards of customer service in financial and award management. It is another step in our continuous effort to make transactions with our stakeholders more user-friendly, while increasing the effectiveness and integrity of our internal operations.

I truly appreciate the time and effort you've spent in responding to this survey. We rely on your valued feedback as we develop new and improved business processes for further streamlining NSF's financial award systems.

Martha A. Rubenstein  
Chief Financial Officer &  
Director, Office of Budget, Finance & Award Management

[\[Click here to access the survey summary report\]](#)

[\[Click here to access the survey results\]](#)